In-Room Amenities

The Vynatex family of in-room products communicates a message

of service and quality to guests. The materials feature innovative design, quality materials and expert craftsmanship.
Circle 368

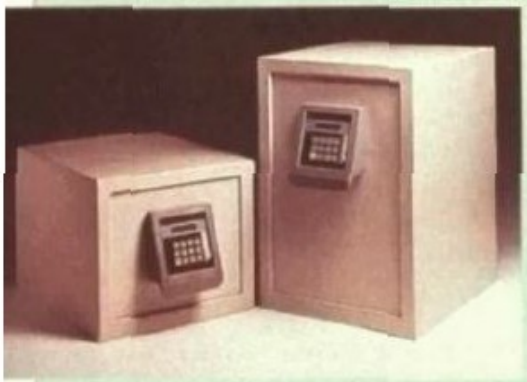
Customer Service Training

MicroMentor, designer and developer of multimedia desktop learning systems, announces a new interactive CD-ROM on customer service. Called Actions and Attitudes: The Customer Service Simulation, it features high-quality 3D graphics, animation, sound, text, and multiple scenarios to help employees and supervisors hone their customer service skills. The program runs on either Macintosh or IBM-compatible PCs or laptops.
Circle 358

CASE STUDY

Safes Fit the Bill for Florida Hotels

When the owners of the Shawnee Beach Resort in Miami Beach decided to reposition and renovate the property, an important element in that process was the addition of in-room safes.



Mossberg safes feature good looks and easy operation.

Based on the appearance and features its product line offered, Mossberg Safe Systems captured the business at the hotel. Actually, the property is being converted into *two* hotels—the 250-room Best Western Beach Plaza, already open, and a 216-unit Four Points Hotel, which will open in the fall. Mossberg safes will be featured in both.

Sharone Tzalik, director of operations for the hotels, says Mossberg was targeted because "the product was appealing" in terms of both appearance and price. When comparing the various offerings, he says his main goals were safes that offered battery and hard-wire backup power, a master key that allowed opening in case of emergency, and simple operation.

Mossberg's safes met all three requirements. They operate via an Americans with Disabilities Act-compliant key pad. And LCD screen instructional prompts make the safes easy to use.

Made in the U.S., Mossberg safes are constructed of 16-gauge steel. They include a recessed design and five-bolt anchoring system. An electronic interrogation key system plugs into the safe's on-board memory to review and record PIN history and perform override and other security functions.

Tzalik says the safes were purchased because they were considered revenue-producers. "From our experience, the return on investment is a positive one if you buy," he says. To allow hotels to generate revenue without hard wiring, the safes incorporate software for a five-digit revenue access code that acts as an on-off switch. **Circle 368**

Accommodation by the Book — An Excerpt

Keep your guests coming back

Enhance customer service by helping your staff understand how to accommodate non-smokers and smokers alike. From owner to manager, hostess to server, all contribute to a guest's lodging experience. Specific suggestions for your staff can be found in The Accommodation Program hotel Source Book. Receive it FREE along with a catalog for other FREE materials when you participate in The Accommodation Program. Look for the reply card in this publication or call **1-800-929-1414.**

The Accommodation Program
Courtesy of Philip Morris Incorporated

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